SwardaKishorPadwal

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Matunga (W),Mumbai

**PERSONAL INFORMATION**

Expertise in designing training content, process training, innovation, process improvements, and in project coordination

#### **Skills:**

* Prescribing innovative solutions for process improvements
* Writing instructional, scientific, ad health-related content
* Training, coaching/mentoring, leadership development, and conflict resolution

#### Project coordination for work status and issue resolution

* Team supervision (work allocation, queries, delivery) and performance monitoring
* E-publishing and critically reviewing clinical and non-clinical documents

CAREER

**----------------------------------------------------Dec. 2013 – Present -------------------------------------------**

**Assistant Manager Content –** Future Learning**–** Vikhroli Oct. 2016 to Present

*Responsibilities:*

* Designing grade relevant content: training presentation (ILT), trainer/participant guides
* Create content outline and session plan
* Conduct training need analysis (Interview/Observation/Feedback)

**Assistant Manager Content –** Avenue Supermart**–** Thane Apr. 2016 to Oct. 2016

*Responsibilities:*

* Designed grade relevant content: training presentation (ILT), trainer/participant guides
* Created and designed assessment on Moodle
* Documented and modified Standard Operating Procedures
* Developed content for induction/on-boarding and Concept Notes

*Skills/Tools/Knowledge acquired:*

Training Needs’ Analysis, Training Evaluation, Moodle (LMS)

**Freelance Writer/Instructional Consultant –** Dec. 2013 to Mar 2016

* Created content outline, storyboards with narration/on-screen presentation for soft skills training, software/tool training, induction, banking concepts for retail, automobile, BFSI, and Pharma industry
* Created assessments of Level 1, 2, and 3
* Reviewed the developed modules and voice-over files, and offered solutions
* Imparted training on soft skills and English communication to University graduates (conducted role plays, prepared trainer guides/weekly lesson plans)
* Developed articles, blogs, news for health related and for children’s websites
* Created online help/user guides for website creation tools

*Skills/Tools/Knowledge acquired:*

Adult Learning Theory, ADDIE, Blooms Taxonomy, Kirkpatrick’s model of instruction; Instructional writing

**----------------------------------------May 2009 - Sep. 2013----------------------------------**

**Document Publisher–**Cognizant Technology Solutions **–**PowaiJan. 2011 to Sep. 2013

**Sr. Process Associate–** Tata Consultancy Services **–**VikhroliMay 2009 to Nov. 2010

##### Responsibilities:

* Published and reviewed published Clinical Study Reports (IBs, CSR, protocols, amendments, Annexes) and Non-Clinical Reports for regulatory e-submissions to EMEA and USFDA
* Offered solutions for streamlining and improving the publishing process
* Coordinated with client liaisons and stakeholdersas single point of contact (SPOC) for work updates, corrections in the data, audits, and department visits
* Coached team members & team lead on technical skills (on-the-job training), email writing, and soft skills, providing feedback (performed skill-gap analysis and employee profiling)
* Supervised a team of eight associates as Project Coordinator; ensured optimal work allocation, query resolution, review, quality assurance, timely deliverables submission, best practices documentation, and creation of monthly invoice and dashboards
* Knowledge management:Updated and maintained version-controlled project documents (process maps, organizational charts, project milestones, and SOWs/SOPs), daily reports, team data, repository for ideas and resolutions

*Key Achievements:*

* Implemented innovative solutions for process improvements, and successfully executed a Six Sigma Green belt project which generated a profit of $8000
* Managed crisis situations such as server down time, glitches, connectivity issues of Priority1 by implementing workarounds, and by coordinating with clients for work status

*Skills/Tools/Knowledge acquired*:

* Regulatory electronic publishing, project coordination, training, coaching, and leadership development
* A sound understanding of MS Office (Word, Excel, PowerPoint, Access), Adobe Acrobat (7, 9, X Pro), Document Publishing tools (ISI ToolBox, aPulse, Compose, eCTD Manager, knowledge of InSight, S-cubed, CoreDossier), and Document Management Systems (First Doc, Next Docs, SharePoint)

### *Professional Qualifications:*

* Cognizant Certified Trainer: Train the Trainer (TTT) Certification

**-----------------------------------Feb. 2008 - May 2009----------------------------------------**

**Content Development Executive–** Iksula Services Pvt. Ltd., MarolSep. 2008 to May 2009

**Content Writer –** Tulip Labs Pvt. Ltd., ChandivaliFeb. 2008 to Aug. 2008

##### Responsibilities:

* Created content based on literature and online research for a UK based website
* Developed keyword enhanced creative content and technical reviews for luxury, FMCG, and healthcare products

*Skills/Tools/Knowledge acquired:*

* A fine grasp of Writing styles: web content writing, blogging, editing
* MS Word, Power Point, and Excel

**-------------------------------------Nov. 2005 - Nov 2007---------------------------------------**

**Direct Marketing Executive** – Modicare Nov. 2005 - Nov. 2007

**EDUCATION**

* Bachelors in Chemistry, 2004 (73.74%) - Kirti M. Doongursee - Mumbai University
* PG Diploma in Clinical Research, 2009

**PERSONAL INTERESTS**

Studying Astrology, Reiki and spiritual practices, Reading, Composing poems, and Kathak